



This is our **Communication on Progress** in implementing the principles of the United Nations Global Compact.

We welcome feedback on its contents.

Global Compact, Best Practice – November 2010

COMMUNICATION ON PROGRESS – 2010

Statement of continuing support by Robert Zolade, Chairman of the Elior Group

"Our support for the Global Compact's ten principles is ongoing and has been further strengthened this year through new initiatives and measures taken within our various divisions both in France and the other countries in which we have operations. I would like to take this opportunity to reiterate Elior's commitment to promoting and applying these principles."

Title of the 2010 COP

Integrating disabled employees at Elior (COP 2)

Global Compact principle(s)/issue(s) addressed (improvement of living conditions, water management, HIV/AIDS, conflict prevention, etc.)

This COP issued by Elior illustrates how the Group has upheld Principles 1, 2 and 6 of the Global Compact.

Human Rights

- 1. Businesses should support and respect the protection of internationally proclaimed human rights; and***
- 2. make sure that they are not complicit in human rights abuses.***

Labour

- 3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;*
- 4. the elimination of all forms of forced and compulsory labour*
- 5. the effective abolition of child labour; and*
- 6. the elimination of discrimination in respect of employment and occupation.***

Environment

- 7. Businesses should support a precautionary approach to environmental challenges;*
- 8. undertake initiatives to promote greater environmental responsibility; and*
- 9. encourage the development and diffusion of environmentally friendly technologies.*

Anti-Corruption

- 10. Businesses should work against corruption in all its forms, including extortion and bribery.*

A second 2010 COP entitled "*Measuring and reducing Elior's carbon footprint*" (COP 1) illustrates how Elior has upheld principles 7, 8 and 9 of the Global Compact.

No measures or actions relating to Principle 10 are required as these are not relevant to the Group in view of the nature of its operations.



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What actions has your company taken to implement the Global Compact inside its business?

Respecting fundamental human rights is a principle to which Elior is strongly committed and is included in its Sustainable Development Guidelines (see Elior UN Global Compact COP 2009), notably in the priority concerning “Respecting individual freedoms and the principle of diversity”. In addition, having signed up to France’s Corporate Diversity Charter in 2005 Elior has undertaken to promote diversity through its recruitment and career management processes.

As part of its widespread aim to combat all forms of discrimination the Group has stepped up its diversity measures, notably by working on recruitment methods, training, and job retention for its employees. Integrating disabled workers is one of the areas in which Elior progressed during 2009-2010, both in France and abroad.

Signing partnership agreements with the AGEFIPH¹ and company-level agreements with employee representatives

The Group has signed agreements with the AGEFIPH and has entered into company-level agreements with a view to promoting employment opportunities for the disabled.

The company-level agreements involve Elior negotiating with employee representatives on an action plan that precisely sets out (i) the objectives and methods of hiring disabled workers, (ii) measures to help these workers retain their jobs and prevent any maladjustment issues, and (iii) measures to assist disabled people in the workplace.

The AGEFIPH agreements are more flexible in the way they are drawn up and implemented and can be used as a preparatory phase for company-level agreements or the first step to rolling out a genuine employment policy for the disabled. By taking up the financial and methodological assistance provided by the AGEFIPH and implementing a pre-defined action plan Elior can put in place the relevant internal human resources and procedures and subsequently enter into external partnerships.

The underlying goal of all of these measures is for Elior to put into practice its commitment to promote job opportunities for the disabled. The action plans adopted by the Group’s French divisions differ depending on their respective situations and needs. For example, Eliance – Elior’s Concession Catering arm – has a partnership with the AGEFIPH and a company-level agreement running in tandem. In February 2009 Eliance signed a partnership agreement with the AGEFIPH for the Airport, Railway Stations, Museums & Prestigious Sites, Exhibition Centres and Events sectors, which followed on from its renewal in 2008 of a company-level agreement for the Motorways sector.

In 2008, Sin&Stes – which operates in the cleaning services sector – signed an agreement with its employee representatives to promote employment opportunities for the disabled.

Elior’s Contract Catering companies have also taken steps to help the disabled find employment. For example, in 2008 Avenance Enseignement signed a partnership agreement with the AGEFIPH to employ and retain disabled workers – an agreement that was renewed in 2010 following a highly successful initial term.

Avenance Entreprises has also agreed to sign up to an AGEFIPH agreement and the company’s teams are preparing a report on its current position on integrating disabled employees in order to define the content of the agreement and the commitments it will contain.

¹ A French association dedicated to promoting employment opportunities for the disabled.



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Partnerships with specialised organisations

Elior has undertaken numerous initiatives in partnership with national organisations and specialised networks aimed at promoting the integration and qualification of disabled people.

In France, Elior outsources certain activities to ESAT² centres, which offer disabled people diverse professional activities as well as medical, social and educational support with a view to encouraging their personal and social well-being. The tasks outsourced include inputting data into computers from paper CVs received by Elior, sending out payslips to Avenance Entreprises employees, and preparing vegetables.

Elior also publicly supports the promotion of job opportunities for disabled workers by actively contributing to the various initiatives organised during the *Semaines de l'Emploi des personnes handicapées* in France (a week-long campaign for job opportunities for the disabled) and by organising *Handi-café*s³. At the same time it is committed to changing attitudes within the Group towards disabled employees and in 2010 became a member of the French club of partners of *Espace Handicap & Compétences*, a business think-tank which is led by the employment agency ADECCO and aimed at changing misconceptions about disabilities. As part of this club, Elior shares best practices and works with the other members towards improving understanding of the issues faced by disabled people in relation to jobs, the workplace, skill-sets and career development. Another objective is to relay the findings of these studies to institutions and associations.

In Spain, Serunion also works closely with several specialised organisations, such as FUNDOSA, to hire and integrate disabled people into its business.

Raising awareness and setting up specific training programmes

The Group has created a new position of Director of Diversity and Worklife Quality as well as posts dedicated to dealing with disability issues within its operating divisions. This has enabled Elior to build up a range of tools and processes to raise its employees' awareness in order to help both disabled and disadvantaged people find and retain employment.

A case in point is Avenance Entreprises' partnership with Pôle Emploi (the French national employment agency) and Sageform (a training organisation) through which pre-hiring training is organised when taking on people with disabilities.

Based on the same objective, Hôpital Services raises its employees' awareness of disability issues when it takes on staff and asks any employee with a disability to inform their managers during their evaluation meeting so that their workstations can be adapted if necessary.

Meanwhile, the *Mission Handicap* project set up by Avenance Enseignement has given rise to action plans aimed at involving all of the company's teams in several different ways, such as by sending information internally to all employees, organising role-playing workshops and putting in place training courses designed to finetune hiring processes and specific measures for integrating and retaining disabled workers.

The human resources department of Elior UK has published a brochure called "Expect Respect" which has been handed out to the company's managers and addresses diversity and integration issues in a straightforward and practical way.

² Etablissement et Service d'Aide par le Travail

³ *Handi-café*s enable recruiters to meet with disabled candidates for a friendly chat over coffee. CVs and job offers are displayed in two different areas for candidates and recruiters to consult before talking to each other.



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What was the outcome/result of the actions described above?

Elior has illustrated its commitment to this issue in all of its markets in France and abroad. It regularly informs its people of this commitment through various internal media channels, including the intranet and internal magazines and newsletters. As Elior's employees now feel better understood and are more aware of the Group's initiatives in the area, they are more willing to disclose any disability they may have.

In addition, in order to encourage the external recruitment of disabled people, the Group has improved the visibility of catering and cleaning services professions accessible to the disabled in France and abroad.

In terms of results, Avenance Enseignement has posted encouraging figures: 18 months after entering into its agreement with the AGEFIPH, the target average employment rate of disabled workers set at 6% for June 2010 had been reached by December 2009. Today, Avenance Enseignement has 196 employees with a disability, and by renewing the agreement with the AGEFIPH, the target average employment rate of disabled workers has been set at 7% to be achieved by 2012.

In the cleaning services sector, disabled employees have accounted for over 6% of Hôpital Services' workforce on average since 2008.

Altogether, in 2010 some 1,700 disabled employees worked for the Elior Group in Europe (in entities where such classification is legally permitted).

Country(ies) where the internal company change took place

France, Italy, Spain, United Kingdom

Five search words (keywords) describing the example

Integration, diversity, corporate social responsibility, non-discrimination, insertion

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Direct URL links to social impact, environmental and/or annual reports/documents related to the example provided

www.elior.com